Delgado
COMMUNITY COLLEGE

Planning Unit:	Dean, Library Services	**Year:**	2009 - 2010
Unit Type:	Administrative Support	**Report Period:**	July 1, 2009 – June 30, 2010

(Choose One: Educational Programs, Administrative Support, Educational Support, Workforce Development)

(1) Unit Mission:

The Delgado Community College Libraries will support and enhance programs by providing access, materials, and services in a variety of formats to all patrons. Through information literacy instruction the libraries will provide all students, including off-site students, with a vehicle for independent learning.

(2)	(3)	(4)	(5)	(6)	(7)
Strategic Focus/College Goal *(SF# and/or CG#)*	**Desired Outcome & Target/Criterion** *(Outcome begins with verb, Target numerically measurable)*	**Strategy To Accomplish Desired Outcome** *(Use bullets)*	Budget Link *(Yes or No)*	**Assessment Method/ Instrument**	**Findings & Use of Results for Improvement** *(Use bullets)*
	A. **Desired Outcome #1**: Provide an online Interlibrary Loan system for DCC Libraries using ILLiad software B. **Target**: 100% ILL done online.	• Receive Training on ILLiad • Work with an outside ILL librarian to complete • Consult with Atlas, the ILLiad company, if necessary • Activate ILLiad for the DCC Libraries • Create an Interlibrary Loan User Manual for the ILLiad component	Y	Statistical Analysis: Usage Statistics Final Report including Procedures –	A. **Findings**: • Increased use of ILL • Need for a patron empowered ILL system • Need for Document Delivery System **Target Partially Met** B. **Use of Results**: • Created a patron empowered ILL system • Investigated an online Document Delivery System • Created and conduct a Satisfaction Survey

(2)	(3)	(4)	(5)	(6)	(7)
Strategic Focus/College Goal *(SF# and/or CG#)*	**Desired Outcome & Target (Criterion)** *(Outcome begins with verb, Target numerically measurable)*	**Strategy** **To Accomplish Desired Outcome** *(Use bullets)*	Budget Link *(Yes or No)*	**Assessment Method/ Instrument**	**Findings &** **Use of Results for Improvement** *(Use bullets)*
	A. **Desired Outcome #2**: Investigate the development of a Cooperative Library (or Federal City) System for the West Bank Library B. **Target/Criterion**: 100% completion of research	• Investigate two cooperative libraries by phone or in-person • Research the cooperative movement • Speak to librarians who have set-up Cooperative libraries		Qualitative Analysis: Final Report --	A. **Findings**: • 100% of Research Completed: • Cooperation & Collaboration are essential to a successful project • A Planning Committee must be convened with all Parties • Formation of Supervisory Board needed **Target Met** B. **Use of Results**: • No Action Required at time; Keep abreast of developments regarding Federal City and West Bank Development Plan

A. **Desired Outcome #3**: Research a new Resource Center building on City Park Campus that includes a library.	• Research building a new library • Visit one or two new libraries • Meet with VC, Architect, Provost, and/or D-Lit Dean • Consult DCC librarians		Qualitative Analysis: Final Report --	A. **Findings**: • 100% of Research Completed: • Research provided information toward library needs for a new facility • Consultations with preliminary architect about Standards were a must for a useful program. • Consultations were necessary with the architect on the preliminary report so the job could go out on bid **Target Met**
B. **Target/Criterion**: 100% completion of research				B. **Use of Results**: • Used information gathered to research literature on new library buildings; Preliminary Plan developed with State Architectural Firm • Collaborated with D-Lit and Media on the new building plan • Communicated needs/plans with Delgado Executive Board

(2)	(3)	(4)	(5)	(6)	(7)
Strategic Focus/College Goal (SF# and/or CG#)	**Desired Outcome & Target** (Criterion) (Outcome begins with verb, Target numerically measurable)	**Strategy To Accomplish Desired Outcome** (Use bullets)	**Budget Link** (Yes or No)	**Assessment Method/ Instrument**	**Findings & Use of Results for Improvement** (Use bullets)
	A. **Desired Outcome #4**: Investigate and create a virtual link for Information Literacy between the two Northshore sites, Covington and Slidell B. **Target/Criterion**: 100% Completion	• Communicate with Northshore Technician • Communicate with Northshore Librarian and dean • Set up software applications at the Northshore in Covington and Slidell	Y	Statistical Analysis: Final Report with Procedures –	A. **Findings**: • 50% complete • Communication needed across the Northshore • Too early for Satisfaction Survey • Equipment needed to be put in place on Northshore - Slidell/Covington **Target Not Met** B. **Use of Results**: • Piloted the Online Reference Program in Summer and Fall • Created a Satisfaction Survey

Evidence of
Use of Results for Improvement

Outcome #1

ILLaid
Lending Procedures

Log in to ILLaid with your user name and password.

Click on File and select Lending.
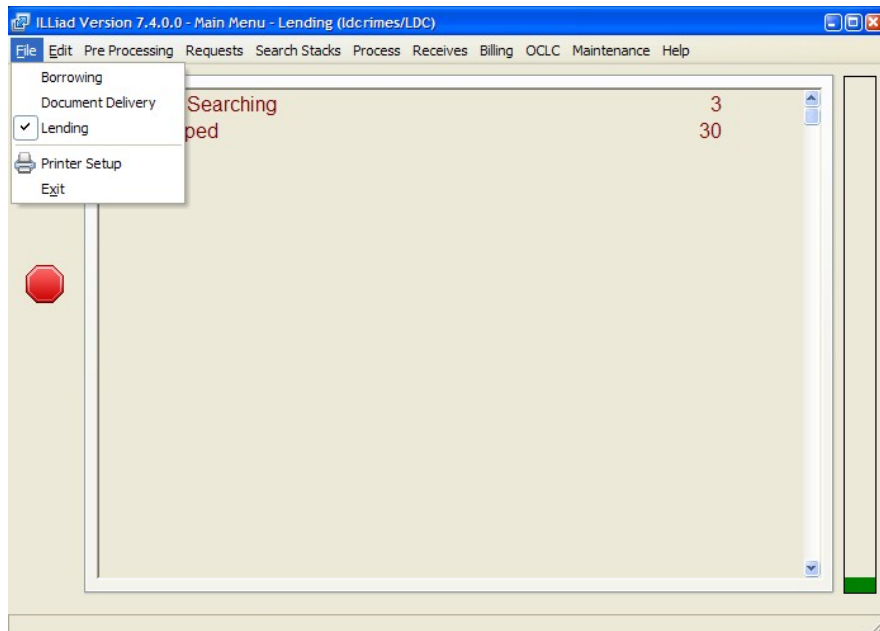
Double-click Awaiting Lending Request Processing for new requests. Double-click the title to begin work.
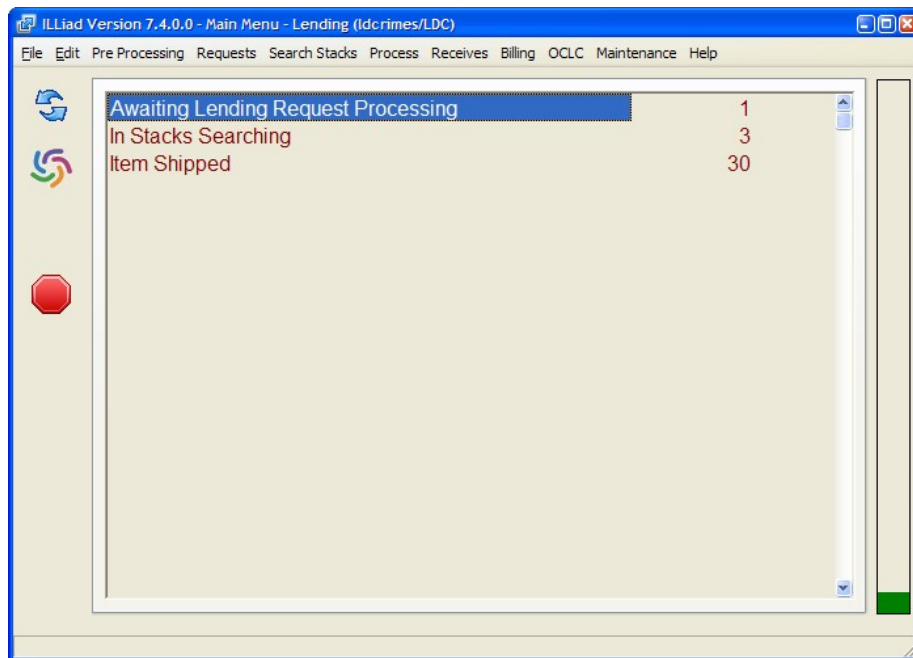
Lender Address

If the library is a new borrower, the Lender Address will show up. Enter the information in the Adress fields if they information is not entered. Once the address information is correct, the Add Address button will become active, Click Add Address to add the inforamtion to ILLaid. Under the Lender String, click on the address to highlight, then click Select Address.

Lending Request Form

1. Check the information entered in Loan and/or Article Information.
    a. Items fully cited.
    b. VHS/DVD requests ~ Found in the Publisher field. Cancel these requests.
    c. Check the year(s) for Articles.
2. Call Number and Loan Information
    a. Click the Z Search box to find call number and location of materials.
    b. Under searches, click fields to find materials. Choose the correct materials.
    c. Double-click the correct item and the information is exported into the Call Number and Location field.
    d. Click SAVE CHANGES from the menu
    e. Click FINISHED SEARCHING from the menu

f. Click on the blue refresh button from the main screen and items are transferred into Awaiting Stacks Searching.

Z Search Screen

Search for the correct material by selecting System Number, Standard Number, Title, Author, or Keyword. Highlight the Material Requested.

Awaiting Stacks Searching

Click on Awaiting Stacks Searching, the General Search- Lending screen will appear. Click on the item requested and the General Update Form should appear. Double Check information entered in Bibliographic Information, Billing Information, Item Information, and OCLC Information, and Notes and Tracking Information.

Notes and Tracking Information.

1. Notes contain shipping information. Check to see if the item(s) should be shipped by mail, Ariel, Odyssey, email, or fax.
2. Tracking sends work progress to requesting library.
3. History contains work history for the item.
4. Lending Request is a summary of the item, contains mailing address, email address, phone and/or fax numbers of the library, billing information, and special requests made by the library.

Cancel Request

To cancel the request, select Cancel Request from the ILLaid menu. The Lending – Cancellation Form will appear. Click the reason or type a message to the library, then click Cancel Request.


Highlight Awaiting Stacks Searching, Select Search Stacks from the menu, Click Print Search Stacks Items and print out requests.

Requests will open into a word document. In Word 2003, Mail Merge can be setup. To do this, fo to Tools then select Letters & Mailings, the Show Mail Merge Toolbar. The new toolbar should appear. When merging a document, click on the button "Merge to New Document." In Word 2007, select Shift + Alt+N to open Mail Merge.
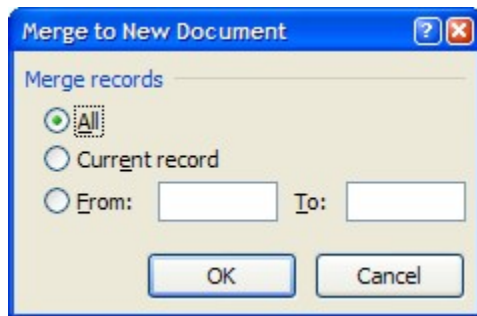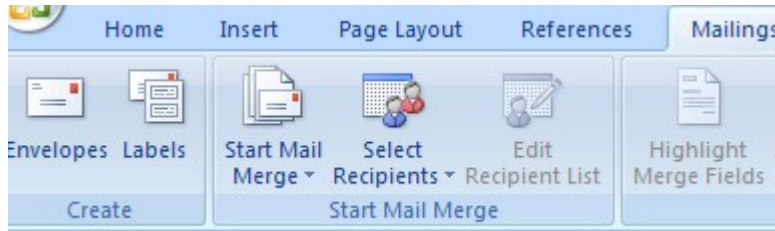
When this Error Message appears, Click **Yes** to Continue. Print out the Slips. Click **NO to Save the document.**
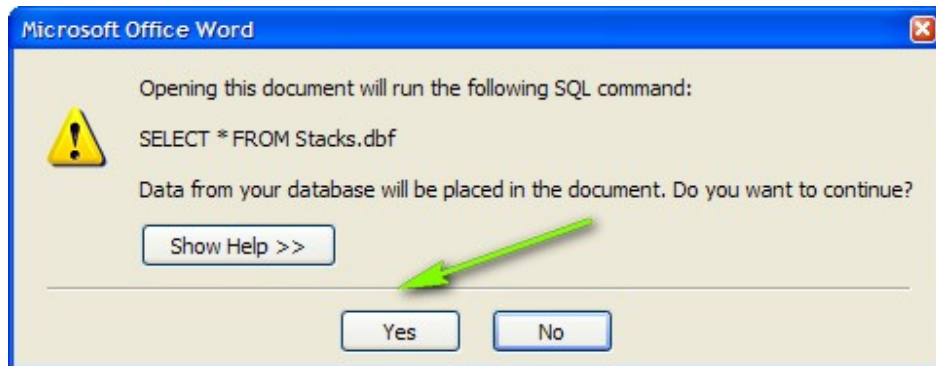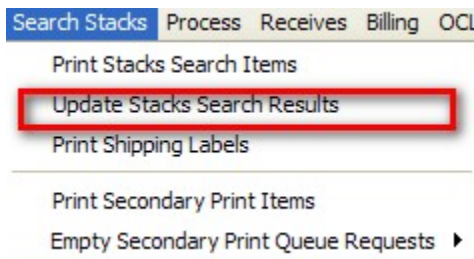
Click the blue refresh button on the main screen and items will appear in "In Stacks Searching." This process lets the reqeusting library know you are looking for the book on the shelf.
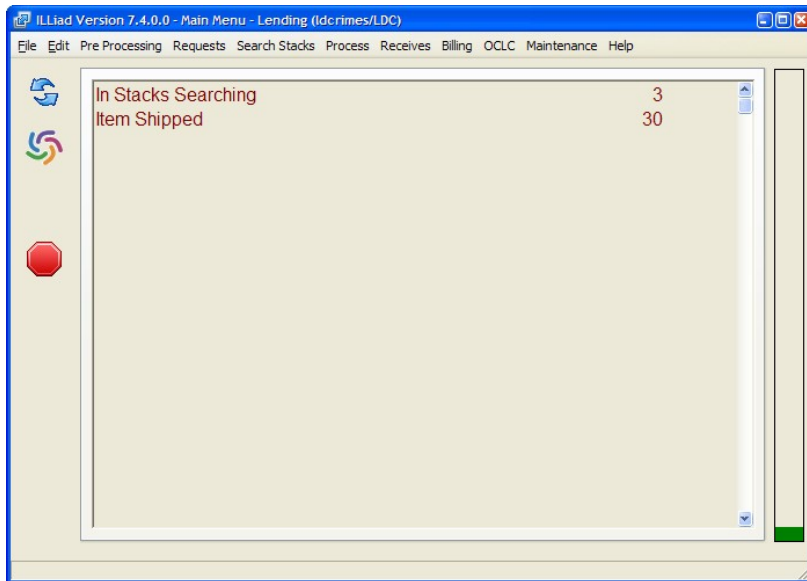
Update Stack Search Results

Select the Update Stack Search Results option from the Search Stacks menu.

1. In the Select Record area, information may be entered into the Transaction, ILL number, Article title, Article Author, Loan Title, and Loan Author fields to find the returned materials. Keep the "Select Only Items Shipped Status" to "YES."

2. Choose the item returned from "Records Selected," double-click to highlight the title, and choose an option.

   - Mark item as found.
   - Mark Item as NO
   - Mark Item as Conditional
   - Route Item to Second Search

Awaiting Shipping Label Printing

Select Search Stacks from the ILLaid menu. Select Print Shipping Labels. Items will move to the Item Shipped status.

Items Returned

To check in items returned from borrowing libraries. Select Recieves from the top menu and click on "Check Items in From Returning Libraries.

1.   In the Select Record area, information may be entered into the Transaction, ILL number, Article title, Article Author, Loan Title, and Loan Author fields to find the returned materials. Keep the "Select Only Items Shipped Status" to "YES."

2. Choose the item returned from "Records Selected," double-click to highlight the title, and Under Check in from Customer, click Check Item In. The item should disappear from the list.

ILLaid
Borrowing Procedures

Click on File and select Borrowing.
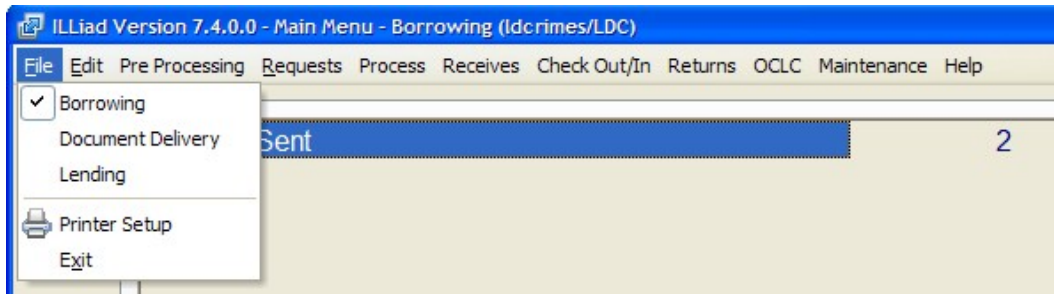
To Clear New Customers (Upload from internet)

Select Edit from the menu and Edit Customer if you need to add or make corrections a record.
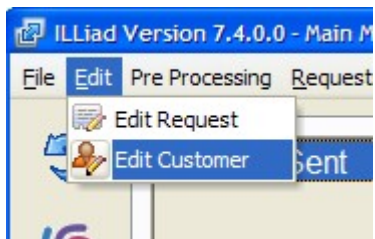
The User Lookup and Edit form will appear. To Search for a Customer, enter information into the Last Name, First Name fields or Click the Search Button and Highlight the Patrons Name. The Patrons Information will appear.

- Adding a New Customer – Click the Add New User button, the New User Box should appear. Enter the information in the fields. Click OK.

Once you have added or selected your patron, Click Add Request for User.

The Add Request Form will appear.
- Under Request Type, Choose Article or Loan (Book, AV, etc.)
- Under Doc Type, use the drop-down menu to select the type of item.
- Click Yes or No for Alternative Edition.
- Click Yes or No to Accept Non-English Items.
- Select the type of Copyright for Articles Only.
- Enter the Information request under Loan Information or Article Information

After information has been entered, select Finished Adding Request. A Transaction Number will be assigned to the request.
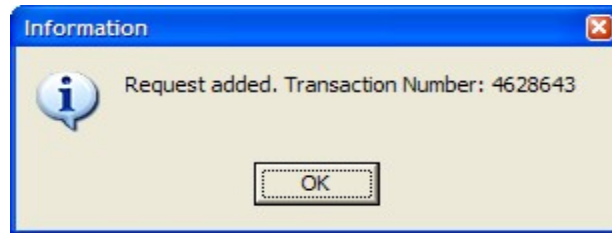
The request should appear in the ILLaid menu under Awaiting Request Processing.

Double Click on Awaiting Request Processing to View the request. Click on the Request Again to Open the Search Requests form. To find an item, Click on OCLC in the Other Information field. Clicking on this will search other libraries who may own the item requested.

OCLC will list the library which owns the item. Look for the correct listing for your item. Searching may also be accomplished by entering the ISBN, Author/Title, Derived Title, Keyword, or Scan Title. Limitations can be set by checking the correct box under "Limit type to."

Under Record Detail, check the request information for correctness.

Select Holdings, Click Custom Holdings, Default, Regional, State, or All to list libraries.
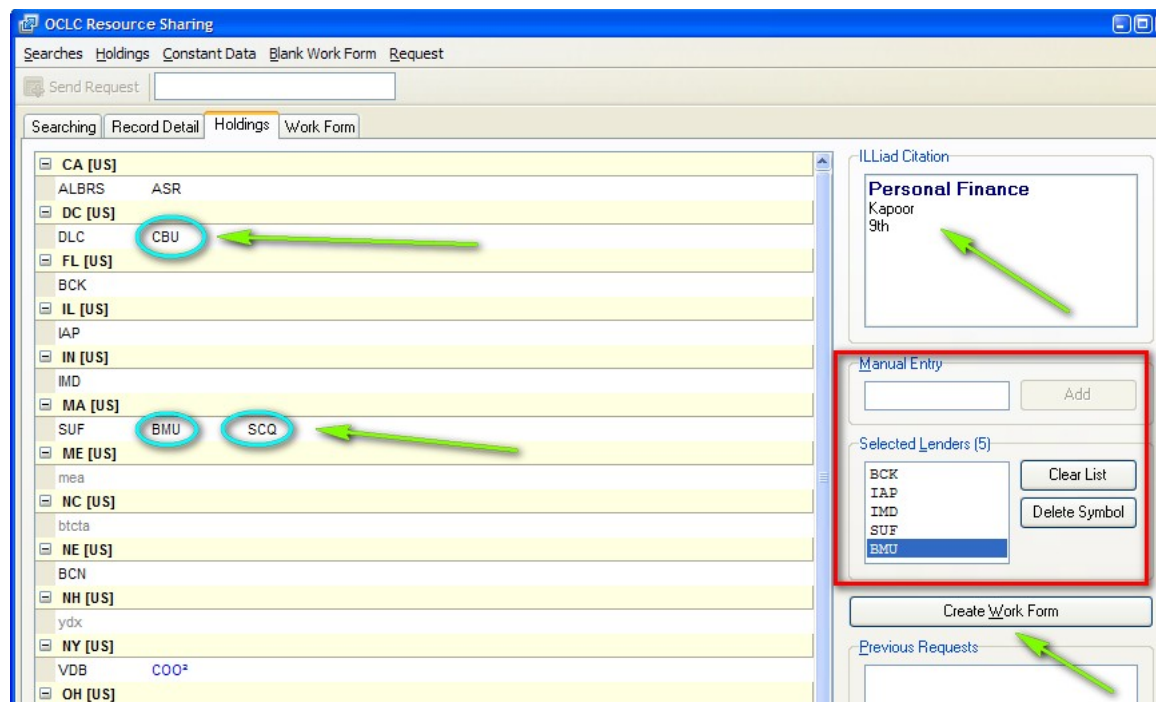
After clicking on Default, State, or All libraries, Choose a lender from the listing of Libraries shown. Double-click the lender. Lenders will appear under the Selected Lenders tab. You may add or delete Lenders from the list by clicking Clear list or Delete Symbol. To insert Lenders, you may type the Lender in the Manual Entry field and click Add. Select Create Work Form to send request.

This is the Request Form. Enter information under the Constant Data tab. (Most information will be filled out by ILLiad.) Enter the Transaction Number if not supplied. Enter Patron Name. Once the form is correctly filled out, Click Send Request. This sends the Request to OCLC.

Canceling a Request

Select the Request you want Cancel by double clicking on the General Search – Borrowing screen. Notice that the OCLC Status states UNFILLED. Go to the Cancel Request button at the top of the screen.

Cancellation Form

Reasons for Cancellation
- ○ Avail - Stacks. See Notes.
- ○ Avail - Periodicals See Notes.
- ○ Avail - Microforms. See Notes.
- ○ Avail - Reserve. See Notes.
- ○ Avail - Reference. See Notes.
- ○ Avail - Electronic Access. See Notes
- ○ Checked Out.
- ○ Unable to Borrow Dissertation/Thesis.
- ● We have exhausted all possible sources.
- ○ This item is non-circulating.
- ○ Too new for an interlibrary loan.
- ○ We could not fill your request by your deadline.
- ○ Not Affiliated with University.
- ○ Unable to verify your request as cited.
- ○ This is a duplicate request.
- ○ Owned by Special Collections.
- ○ Other.

Other Reason or Notes (Call Number)
No library is able to supply this item.

[trash icon] Cancel Request

- ☑ Send E-mail on this Cancellation?
- ☐ Review/Edit EMail Before Sending?
- ☐ Move this Cancellation to Print Queue

On the Cancellation form, choose the reason for cancellation. Once you have clicked a reason, a note will appear in Other Reason or Notes. You may also type specific notes in this field by selecting "Other." as a Reason. Select – Send E-mail on the Cancellation, Review/Edit Email before Sending, or Move this Cancellation to Print Queue. Click Cancel Request/

*By Selecting Send E-mail on the Cancellation, Patrons are notified via Email that the library cannot supply this item.

Once the Item has been received at DCC
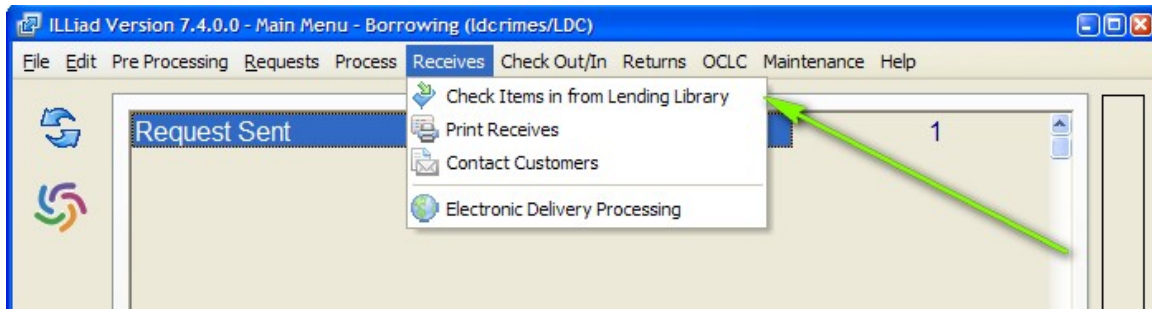
Under Receives, Click on Check Items in from Lending Library. Screen below should appear. To Find the Item, enter information in the Select Record field: Transaction Number, ILL Number, Article Title, Article Author, Loan Title, Loan Author OR Click the Search Button and Highlight the Title of the item requested. The Request Information will appear. Check the material to make sure it is the correct item received.

- Enter the Lending Library under Lending String.
- Enter Due Date of the material in the Due Date field.

If the item is correct select:

- Check Item In

- Received Partial/Incorrect – if only parts of the request were shipped or wrong item.
- Check Item in/Scan Now
- Cancel Request
- Check Item In/Scan Later
- Notify Electronic Delivery – To deliver via Email/Odyssey.
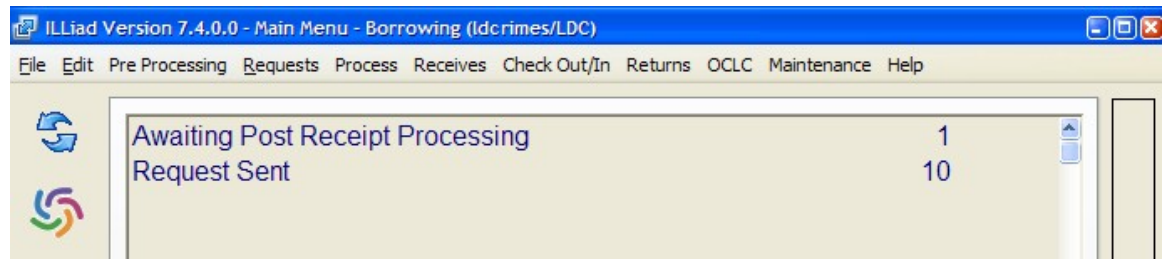
Once checked-in from the Lending Library, the request will go into Awaiting Post Receipt Processing.
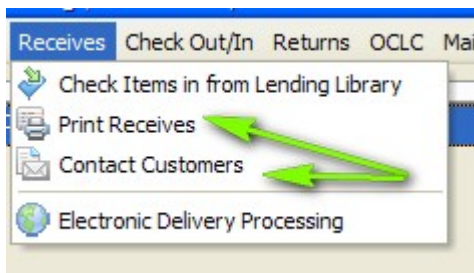
Click on Print Receives to print out Check Out Slips and Lending Information Slip.
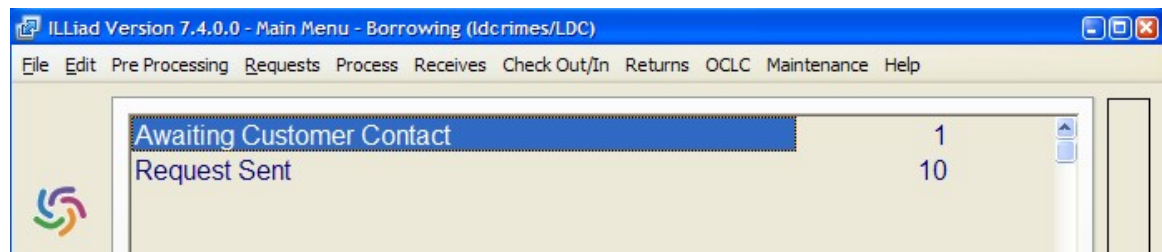
The request will appear in Awaiting Customer Contact. Click to open the menu.

Highlight the person you wish to contact. To inform them by email, click the Start Automatic E-Mail button. Double-click the request to notify by phone. Print Notifications for the materials requested.

The material will appear in the Patron Notified by Phone or Patron Notified by Email.

Select Check Out/In from the Menu. Click On Check Items Out to Customer. Enter the Transaction Number and Click Check Out.

The materials will appear in the Checked Out to Customer field.

**** Items must be assigned a barcode and entered as a brief title in Workflows. See ILL Lending procedures*****

Click on Check Items In from Customer.
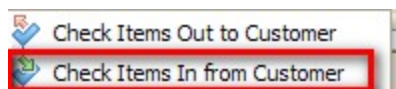
To Find the Item, enter information in the Select Record field: Transaction Number, ILL Number, Article Title, Article Author, Loan Title, Loan Author OR Click the Search Button and Highlight the Title of the item requested. The Request Information will appear. Check the material to make sure it is the correct item received from Patron. Select Check Item In to send the material back to the correct library.

The materials will appear in the Awaiting Return Label Printing Que.
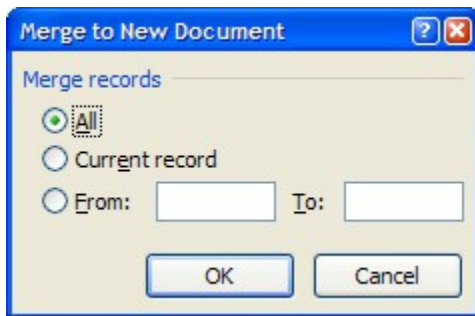
Merge the documents to print out Mailing Labels.

II. *Lending*

To circulate an ILL book from our library to another library or non-Delgado patron:

Go to Users Group on the Circulation toolbar. Click on User Registration.

Create a User ID: First Letter of First name and first 5 letters of the last name, eg., Dorothy Sayers = dsayer.

Chose a Profile Name: ILL
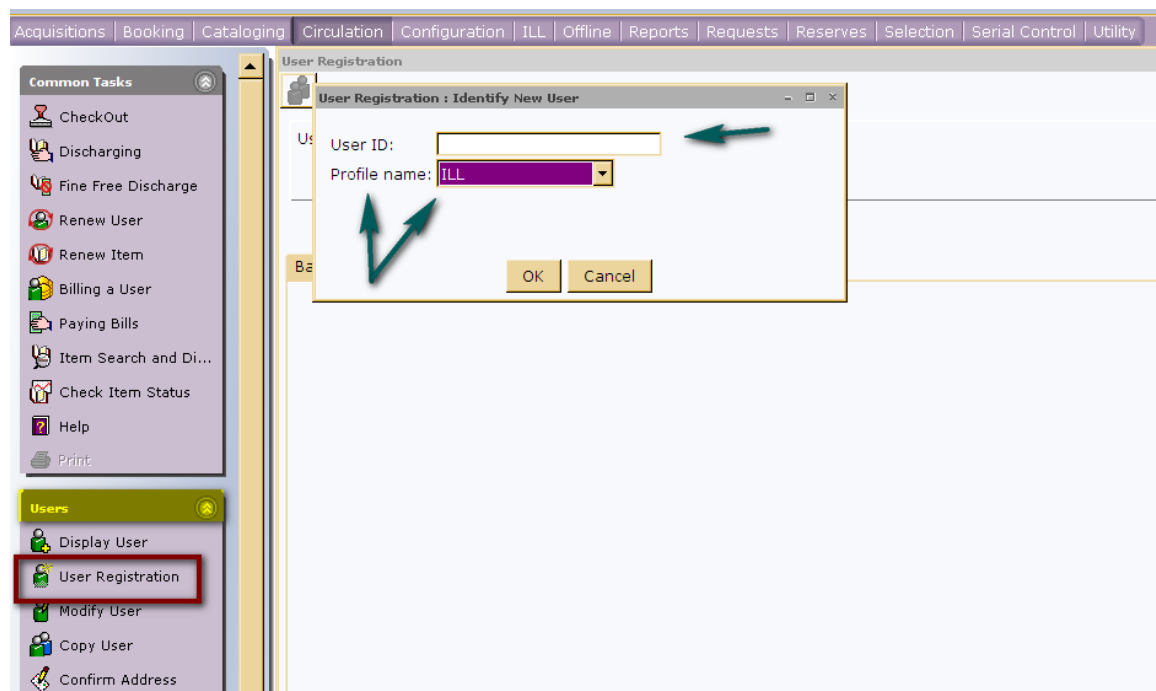
Click OK.

Common Tasks
- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and Di...
- Check Item Status
- Help
- Print

Users
- Display User
- User Registration
- Modify User
- Copy User
- Confirm Address
- Renew Privilege
- Suspend User

User Registration

User information

Basic Info | Privilege | Demographics | Addresses | Extended Info

User Registration : Identify New User

User ID: DSAYER
Profile name: ILL

OK   Cancel

Enter all information available for each ILL Patron.
Use the following tabs to add information about a user and his or her access.
Required information appears in red.

BasicInfo Tab

Enter name, inverted.
Enter Library: CITYPARK
Enter Profile Name: ILL

Privilege Tab

Change the Privilege Expires category to the last day of the semester for Students.

Demographics Tab

Complete User Categories 1 & 2.

Address Tab

Add Addresses if available from app. form.

Extended Info Tab

Extended Information – add name, address, etc. of the ILL Public Library or College/University.

Use the Before and After helpers to add entry boxes before or after the entry box in which the insertion point is positioned. Use the Delete helper to delete an entry box. Click Register User.

To Check an Item out to your Special or ILL Patron:

Go to 'Checkout' (Stamp) on the Common Task Group of the Circ Toolbar

Look up your user (by name or ID)

When prompted to enter the Item ID **FIRST** click on the 'Special Due Date' (calendar icon)

Select an ILL due date of 4 weeks (or whatever). Click on Ok.

Scan or enter the barcode of our book. Click on Check Out Item to User.

Check-In

Simply check the book back into Illiad **and** Sirsi Symphony when the book is returned from the other library.

These Patron Records should be removed at the end of the semester. Unless they are steady users.

To Remove ILL Users:

Go to Remove User on the User Group of the circulation toolbar. Lookup User to be removed by User ID or Last Name. Click on Get User Information. Make sure this is the correct User to be removed. Click on Remove User.

	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	TOTAL		
BOOK															ATTAC
Colladmin	0	4	0	1	0		5	7	1	0					
In-House	0	0	0	0	0		0	31	112	51					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	18	6	9	10	15		7	10	14	34					
Staff	15	8	8	9	0		0	2	1	4					
Student	75	78	126	173	0		50	99	196	150					
Other	0	0		1	0		0	0	0	0					
BOOK-NC/REF.															
Colladmin	0	1	0	0	0		0	0	0	0					
In-House	0	0	44	52	67		16	0	46	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	13	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	1	0	0	0	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	0					
COMPUTER LAB															
Colladmin	0	0	0	0	0		0	0	0	1					
In-House	0	0	0	0	13		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	5	7	6	0	0		2	0	0	1					
Staff	1	1	0	0	0		0	0	0	0					
Student	606	1109	2158	1790	1654		887	1543	1953	1852					
Other	0	27	0	0	0		0	0	0	0					
PERIODICALS															
Colladmin	0	1	0	0	0		0	0	0	0					
In-House	0	0	0	0	4		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	1	0	0	0	0		0	0	0	0					
Staff	1	1	0	0	0		0	0	0	0					
Student	2	8	10	3	0		13		14	10					
Other	0	0	0	0	7		0	0	0	0					

	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	*TOTAL*		
AV/MICROFILM															
Colladmin	0	0	1	7	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	3	0					
Fac-admin	0	7	0	0	0		10	0	0	3					
Staff	0	0	1	0	0		0	0	0	0					
Student	0	0	0	0	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	1					
RESERVES															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	37	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	1	0	0		0	0	0	0					
Staff		0	0	0	0		0	0	0	0					
Student	48	382	563	290	176		204	345	103	129					
Other	0	0	15	0	0		0	0	0	0					
LALINC CARDS															
Given	0	0	0	0	0		1	0	0	1					
Honored	0	0	0	0	0		0	0	0	0					
HEADPHONES															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	0	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	19	49	77	66	0		31	80	2115	124					
Other	0	0	0	0	0		0	0	11	0					
TELEVISIONS															
Colladmin	0	0	0	0	0		0	0	0	0					
In-House	0	0	0	0	0		0	0	0	0					
Alumni	0	0	0	0	0		0	0	0	0					
Fac-admin	0	0	0	0	0		0	0	0	0					
Staff	0	0	0	0	0		0	0	0	0					
Student	0	0	0	1	0		0	0	0	0					
Other	0	0	0	0	0		0	0	0	0					
INTERLIBRARY LOAN															
ILL (Borrowing)	17	9	32	20	30		3	26	18	27			182		
ILL (Lending)	38	27	43	32	43		16	37	60	58			354		
ILL Articles (Lending)	0	2	5	6	8		6	8	5	16			56		
ILL Articles (Borrowing)							0	7	2	0			9		
ILL (Closed Stacks)	0	10	34	8	26		7	12	4	15			116		

	July	August	Sept	Oct	Nov	Dec	January	February	March	April	May	June	TOTAL		
REFERENCE															
Ref. Questions	156	295	238	296	302		144	111	121	317			1980		
Other Questions	66	188	190	144	113		162	127	72	117			1179		
Directional Questions	58	185	161	91	102		87	75	23	47			829		
Question Point	1	5	11	6	2		3	5	7	3			43		
Ask A Librarian/Email	2	25	6	4	3		0	4	2	3			49		
CLASSROOM USAGE															
Bibliographic Instruction	10	1	19	10	9		2	13	18	14					
# of Persons in Tours	58	18	352	141	135		74	178	178	138					
Individual BI	0	0	0	0	1		0	0	1	10					
Walk-in	0	0	0	0	0		2	2	2	3					
Gate Count															
														*TOTAL^*	
TOTAL	0	1737	3133	2469	2043		1258	2257	4658	2477				*TOTAL<*	
Not included in total results. Separate statistics.															

HMENT 2

Evidence of
Use of Results for Improvement

Outcome #3

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PRELIMINARY
PROGRAM

FOR

**New Library Building
Delgado Community College
City Park Campus
New Orleans, Louisiana**

January 8, 2010

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HISTORY OF EXISTING BUILDING #7

The Moss Memorial Library was designed by the architectural firm of Nolan, Norman & Nolan in 1963. The original structure was a single-story, 17,000 sq. ft.± building that housed only the library for Delgado Community College. It was enlarged through two later expansions. The later expansions, built around 1969, included information technology spaces and computer labs, and a media center complete with television production facilities, a multi-media center and additional computer labs. Floor plans and tabulations of square footage for the building as it was organized prior to Hurricane Katrina are included following this discussion of the building's history.

On August 29, 2005 Hurricane Katrina and the subsequent levee failure and flooding inundated the entirety of Delgado's City Park Campus. The library (Building #7) was flooded with approximately 2 feet of water which remained in the building for weeks.

As the State of Louisiana proceeded with plans to repair the damaged property, Lyons & Hudson was selected by the State to prepare documents for the repair of numerous buildings on the City Park Campus, Building # 7 among them. After considerable planning by the Architects, FEMA determined that the cost to repair Building #7 to its pre-Hurricane Katrina status exceeded the 50% rule and thus, the building was determined to be eligible for replacement.

MISSION STATEMENT
DELGADO COMMUNITY COLLEGE

History

For over 80 years Delgado has served the various educational needs of the New Orleans community. In 1909, a New Orleans businessman and philanthropist, Isaac Delgado, donated funds for establishing a manual trades school for boys. From its opening in 1921 as a school for vocational education in the metal and woodworking trades, the mission of the school has changed dramatically. Today the students are men and women of all ages who reflect the diversity of the New Orleans metropolitan area. Delgado is a comprehensive community college and a major institution of higher education in the State of Louisiana. It is a center for professional and advanced technology career education, education in the arts and sciences, and traditional occupational education. From its original location on City Park Avenue, in the heart of New Orleans, the College has expanded to numerous sites, including the West Bank Campus, the historic Charity School of Nursing, and the Northshore.

Vision

Delgado Community College is a diverse, dynamic, comprehensive community college committed to student success through innovative leadership, excellence in teaching and learning, and the cultural enrichment of the community it serves.

Core Values

At Delgado Community College, we value:

- The worth of each individual.
- Lifelong learning and the pursuit of knowledge.
- Excellence in teaching in an accessible, learning-centered environment.
- Meeting the needs of a changing workforce.
- The cultural diversity of our students, faculty, staff, and administration.
- Public trust and personal and professional integrity and accountability.
- Our responsibility to community, state, nation, and world.

Mission Statement

Delgado Community College provides a learning-centered environment in which to prepare students from diverse backgrounds to attain their educational, career, and personal goals, to think critically, to demonstrate leadership, and to be productive and responsible citizens.

Goals for 2007 - 2012

Goal 1: Facilities - Recover and strengthen the college's infrastructure.

Goal 2: Faculty and Staff - Build the faculty and staff.

Goal 3: Programs - Strengthen programs to meet students' educational, career, and personal goals.

Goal 4: Workforce Development Education - Lead workforce and economic development in the region.

Goal 5: Funding - Increase organizational capacity to raise additional revenue.

Goal 6: Strategic Plan - Update the college-wide Strategic Plan annually, complete the associated annual tactical plans, and implement all other tactical plans as needed.

Goal 7: Public Relations - Strengthen marketing efforts and build promotional publications.

Goal 8: Diversity - Enhance efforts to promote diversity to achieve excellence.

PROJECT DESCRIPTION

INTRODUCTION

As stated in the History of the Existing Building #7, FEMA has determined that the existing library building is eligible for replacement due to damage caused by Hurricane Katrina. Lyons & Hudson Architects, Ltd. has been retained by Delgado Community College to prepare a preliminary program for a new library building. This preliminary program will respond to the college's vision statement and the master plan that has already been developed, and set forth the basis from which a new library building may be designed and built.

The new library will serve a growing student population which, during the fall semester of 2009, was approximately 12,000 students at the City Park Campus. Many students are also enrolled in online courses requiring access to computers.

The primary purpose of this Program is to evaluate the types of spaces and the square footage included in the existing library at Delgado Community College and to relate those findings to a new building. Once there is an understanding of the existing conditions, one can begin to determine if the size of the existing library was adequate or if additional space will be necessary to meet the future goals and enrollment of the College. This Program is not intended to be a detailed analysis of the new building, but rather a broad opinion as to the future space and program needs of the new library. Specific types and square footage of spaces will be determined during the design phase of the project, using this Program and the existing building as a guide.

SITE CONDITIONS

The site for the new library building will be in the same general location as that of the existing library. This site is located near the center of campus, directly adjacent to a large open quad toward the east and with direct access to the paved parking area to the west. This location would provide views of the quad, close proximity to the existing Student Life Center and other academic buildings, and vehicular access to the library's loading dock.

There are existing pedestrian circulation paths in place. However, it would be recommended that the canopies above the concrete walkways be removed once the existing utilities are relocated underground.

The campus plan following the Program Description indicates the general extent of the new site of the library building. Other existing campus buildings are also identified. One can observe the important situation of this building within the organization of the overall campus.

BUILDING CONCEPT

It is the recommendation of the Master Plan for the City Park Campus prepared by Dober Lidsky Mathey with Sizeler, Thompson, Brown Architects that:

> "It is essential that Building 7 be re-commissioned as soon as possible. The strategy for the deployment of that space should include a 21st century library concept that emphasizes electronic access to digital databases, rather than the traditional library concept that emphasizes access to books. The reduction of space devoted to book storage can then be leveraged for flexible classroom and group study space required to accommodate growing enrollments."

Rather than a sprawling 1-story foot print of 57,000 sq. ft. ± as presently exists, consideration should be given to a 2-story solution for the New Library with the 1st Floor at or above the base flood elevation. This would create more open space and allow for horizontal expansion of both levels at some future date. The 2-story concept would require added area for stairwells, elevators, additional toilet rooms and more lobby space.

UTILITY INFRASTRUCTURE

The campus is served by a central plant that delivers chilled water to the buildings. When design for the new library begins the configuration of utility delivery may be slightly different but all necessary utilities are available on site. Specific delivery of the various utilities shall be investigated during the design phase.

SPACE REQUIREMENTS

Delgado has determined that the total area for the proposed New Library shall not exceed the total gross area of the existing building or 57,552 ± sq. ft.

The purpose of this preliminary program was to determine in very general terms that future needs of the Library, AV component and Computer Lab could be satisfied within the allotted area.

The existing floor plans indicate the amount of space presently utilized by the Library, AV component and the Computer Lab.

THE LIBRARY

On several occasions the Architect met with Denise C. Redman, College-Wide Dean of Library Services, Delgado Community College.

Present volume capacity is approximately 105,000 volumes and the number of readers approximately 260. It was determined that a target of 160,000 volumes and 400 readers would satisfy growth for a 10-year period. Book capacity is calculated using 10-volumes per foot of shelf space. This unit is a bit higher than the 8-volumes per foot used in other libraries. Providing library shelving to accommodate 160,000 volumes allows for growth within the library. Approximately 380, 3 foot double faced sections would be required to accommodate the collection.

The present library provides space for approximately 260 readers. Library standards indicated a more suitable level to be around 400.

In addition to more book capacity and reader capacity Denise expressed a need for several student meeting rooms, classrooms, and a computer area, spaces not in the present library.

A preliminary investigation suggests that to accommodate all the increased library needs, an additional area of approximately 5,000 - 6,000 sq. ft. will be required. This is readily accomplished by the reallocation of space that presently exists, to the library needs.

THE AUDIO/VISUAL COMPONENT

A meeting was held with Melissa LaCour, MHIM, RHIA, Dean, Distance Learning & Instructional Technology, Co-Director, Quality Enhancement Plan, Delgado Community College. After review of the present space allocation it was determined that no additional area would be required going forth.

COMPUTER LAB

Andy Loar, Coordinator Student Open Lab, Delgado Community College was the spokesperson for this component. When Katrina struck this component was under construction. Approximately 100 computer stations were provided in the Lab and an additional 38 in the student lounge.

Mr. Loar agreed that 25 to 50 of these stations could be located within the library foot print and that quite a bit of wasted area within the lab could also be reassigned to the library.

In conclusion it appears that the library will need an additional 6,000 sq. ft. to satisfy its needs and this can be accomplished by a better utilization and reallocation of space that presently exists.

Should a 2-story solution be determined to be the most suitable, an additional 4,000 ± sq. ft. would likely be required.

*** End ***

Evidence of
Use of Results for Improvement

Outcome #4

Off-Campus Virtual Reference

You may contact us using **Yahoo Messenger**!

Yahoo! ID : dcc.libraries

To add us to your contact list
Click on "Contacts"
Then "Add a Contact"

This box will appear……..

Type in our Yahoo! ID and click on Next….

Choose what list you would like for us to be in….

Enter a Brief introduction
Select with name and alias you would like to use
Click on "Next'

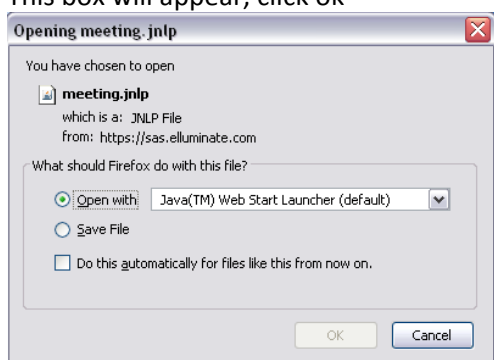Once we have accepted your request, feel free to contact us with any questions.
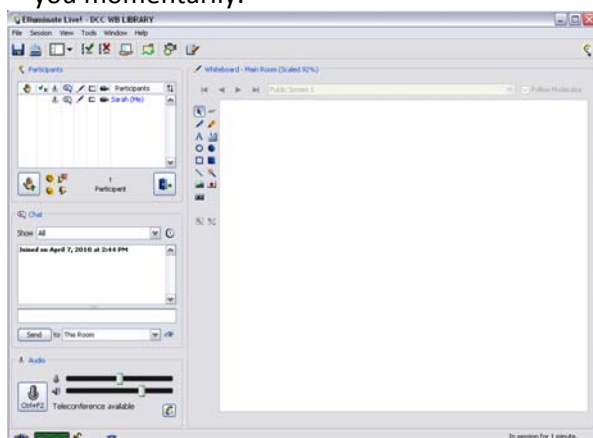
On Campus - Virtual Reference

1. Click on the Library Help icon
2. This screen will appear.
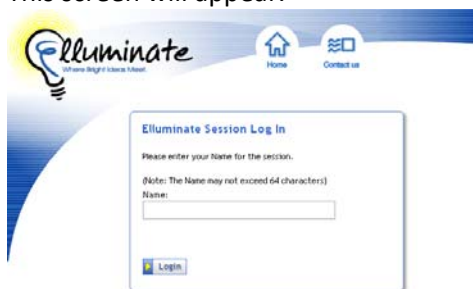
3. Please login in using your name or screen name.
4. This box will appear, click ok

5. A series of boxes will appear….Please stay on the screen.
6. This window will open, and the Librarian will be with you momentarily.

7. Please raise your hand to begin your session.
   -To raise Hand…
   Look at the bottom of the top left box called "Participants"

Click and it will ding the teacher to announce your arrival.

To speak with the librarian, There are two ways…..
(Please wait for the librarian to greet you)

1. Use the Headset provided with the computer.
2. You may converse through the chat feature, which allows only typing.

If you are using a **Headset**…..

On the bottom, left-hand side of the screen, you will see
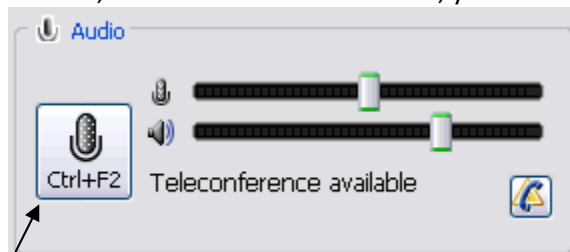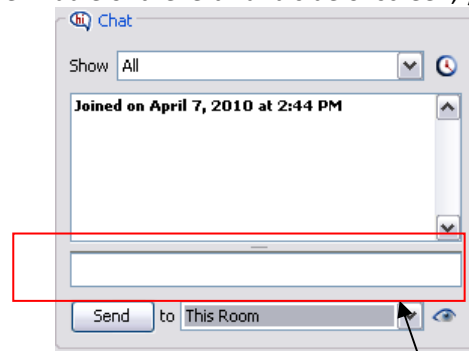
Press / to speak
While you are speaking the box will look like this.

After you are finished speaking please press to release the talk function.

If you are using the **Chat Feature**…..

On the middle of the left-hand side of screen, you will see

Please type in the box below the chat box.
Press send……